



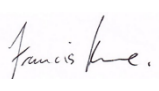


YARD 1 BARTON INDUSTRIAL ESTATE, BARTON-LE-CLAY, MK45 4RP
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Unit 20 COVID 19 Office Operating Procedures

LF SOLUTIONS LTD (LFSL)

**Yard 1
Barton Industrial Est
Faldo Road
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Bedfordshire
MK45 4RP
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Reviewed & Authorised By The Managing Director & SHEQ Director	Frank Kane	Signed: 
Reviewed & Authorised By The Office Manager	Sophie Lauder Office Manager	Signed 
Prepared on Behalf of LF Solutions Ltd	Eugene Irwin SHEQ Manager	Signed 

Revision Status	Date	Issued for review and or Following Comments (state the page number where changes have occurred)
Original	27-05-20	Issued for Review

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CONTROLLED COPY NO.	JOB TITLE
01	All Office Staff
Emergency Numbers:	UKPN Emergency Number: 0800 780 0780 Network Rail Emergency Number: 03457 114 141 Cadent (Gas) Emergency Number: 0800 111 999 Thames Water Emergency Number 0800 316 9800 Environment Agency emergency Number 0800 807060 NHS 111

Note: This operating procedure should be reviewed monthly going forward throughout the current outbreak of the coronavirus, changes in Government Guidance and the Risk Assessment must be communicated to all site who must be involved in the Risk Assessment Process.

Weekly Review By:	Name:	Signature:	Date:	Outcome / Status

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Appendix / Additional Information

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A	Risk Assessments
B	Briefing Sheet

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1.0 Introduction & Think About the Risk:

This procedure has been produced in line with the UK Government Guidance "Working Safely During COVID19 in Offices and Contact Centres". This will enable a skeleton staff to be able to work from the plant yard office in support of the 11 operational sites currently being worked on.

As the unit is used to supply plant and carry out repairs to plant returned from sites working from home is not an option for the staff working here. LFS also operates a storage yard where materials are taken from and to sites.

LFS takes the health & safety of its employees extreme seriously, we will work closely with our employees and they will be involved in the Risk Assessment Process to ensure all are fully briefed and had their point of view and or suggestions heard on how we continue to ensure their health & safety while at work during the Coronavirus outbreak.

1.1 Managing the Risk:

There will a limited number of employees who will be operating from unit 20, these will be the plant manager, plant fitter and two drivers. The drivers will be out for the majority of the day, the plant manager will work alone in her office, the fitter will be working in the workshop.

If the drivers or the fitters do enter the office social distancing of 2m can be maintained, we also of a screened office. A deep clean of the office was undertaken on 22-05-2020 and a enhanced cleaning regime has been set up with the specialist cleaning contractor. New hand sanitisers points have been installed at the lobby entrance and in the workshop. Additional antibacterial wipes have been provided so desks and hard surfaces / door handles can be wiped down.

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1.2

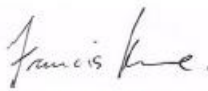
Staying COVID 19 Secure in 2020 Poster Signed by The Managing Director to be Displayed at the Entrance Lobby

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

• FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓
 We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓
 We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓
 We have taken all reasonable steps to **help people work from home**
- ✓
 We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓
 Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**


Managing Director

Date 13-05-2020

If you have any concerns, contact LF Solutions Ltd Health & Safety Manager Eugene Irwin
 07776 693248 eugene.irwin@lfsolutionsltd.com

(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

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2.0 Who Should Go to Work?

Objective: That everyone should from home, unless they cannot work from home:

Accounts staff, the office manager, commercial managers, company directors and receptionist staff will all continue to work from home for the time being. All staff that are working from home have company mobiles to keep in touch, company laptops have been issued and have Internet connections.

All home working staff have been given a Home Working Risk Assessment to complete, office manager and H&S manager to communicate with home working staff to ensure no mental health issues are beginning to develop.

There will be a minimal number of staff as mentioned working from unit 20, these employees have critical roles in relation to Health & Safety in maintaining and delivering plant to operational sites. Working from home is not practicable for these employees.

Details of employees, none of which are classed as vulnerable (covered below in 2.1)

Plant Manager: Caeleigh Scoon
 Plant Fitter: Andy Hannah
 Lorry Driver: John Holden
 Pick-up Driver: Tom Garbould

2.1

Protecting People Who Are at Higher Risk:

Objective: To Protect clinically vulnerable & clinically extremely vulnerable individuals

At this point in time none of LFS Staff are classed Clinically Extremely Vulnerable Individuals or Clinically Vulnerable Individuals

Clinically Extremely Vulnerable Individuals

- have had an organ transplant
- are having chemotherapy or antibody treatment for cancer, including immunotherapy
- are having an intense course of radiotherapy (radical radiotherapy) for lung cancer
- are having targeted cancer treatments that can affect the immune system (such as protein kinase inhibitors or PARP inhibitors)
- have blood or bone marrow cancer (such as leukaemia, lymphoma or myeloma)
- have had a bone marrow or stem cell transplant in the past 6 months, or are still taking immunosuppressant medicine
- have been told by a doctor they you have a severe lung condition (such as cystic fibrosis, severe asthma or severe COPD)
- have a condition that means they have a very high risk of getting infections (such as SCID or sickle cell)
- are taking medicine that makes them much more likely to get infections (such as high doses of steroids or immunosuppressant medicine)
- have a serious heart condition and are pregnant

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Clinically Vulnerable Individuals

- are 70 or older
- are pregnant
- have a lung condition that's not severe (such as asthma, COPD, emphysema or bronchitis)
- have heart disease (such as heart failure)
- have diabetes
- have chronic kidney disease
- have liver disease (such as hepatitis)
- have a condition affecting the brain or nerves (such as Parkinson's disease, motor neurone disease, multiple sclerosis or cerebral palsy)
- have a condition that means they have a high risk of getting infections
- are taking medicine that can affect the immune system (such as low doses of steroids)
- are very obese (a BMI of 40 or above)

2.2 People Who Need to Self-Isolate

Objective: To make sure individuals who are advised to stay at home under the government guidance do not physically come to work. This includes individuals who have symptoms of COVID 19 as well as those who live in a household with someone who has symptoms.

Before returning to work a medical questionnaire will be completed relating to COVID19 and symptoms, (fever, new and persistent cough and or lose of taste or smell). If anyone confirms that they or someone in their immediate household are suffering these symptoms they will be told to self-isolate for 14 days in line with the government guidance (following the track and trace system now in place as of 28-05-2020)

Statutory Sick Pay will be paid via the office manager / payroll in line with company procedures and government UK guidance.

2.3 Equality in the Workplace:

Objective: To treat everyone in your workplace equally

LFS will always follow our Equality policy statement / procedure, these are displayed in the Head Office Canteen and on our website. Close communication and cooperation will always be sort with all members of staff regardless of racial background or sex or disability.

3.0 Social Distancing at Work:

Objective: To maintain 2m social distancing wherever possible.

Unit 20 has 2 desks in the main office area and one screened office with door, the plant manager will have one desk in the main office, this is over 3m from the second desk in the main office, there is a smaller screened office, this can be used as a spare hot desk but must be cleaned after each use.

A deep clean of the office will be carried out by specialist contractor, the office will have a new cleaning regime and will see cleaners attending unit 20 at least 3 days a week. Additional wipes will be brought and disinfecting spray, staff will be required to wipe down desks each day.

A screened area will also be placed around the plant managers desk.



3.1	Coming to Work and Leaving Work: Objective: To maintaining social distancing including while arriving and at departing from work, while in work and travelling between sites. LFS have limited the numbers attending the unit to 4 this will be a fixed team, the lorry driver will be first in at approx. 07:00, followed by the fitter at 07:15, pick-up driver at 07:30 and the plant manager at 07:45. Signage has been placed in the lobby entrance warning to maintain social distancing rules. Markers on the floor have also been placed to remind staff of the need to keep 2m. Hand sanitisers will be placed in the entrance lobby, no staff need to use public transport to get to the office, each travel to site by private car or in the case of the fitter company van, he travels alone.
3.2	Moving Around Unit 20 Office: Objective: To maintain social distancing wherever possible while people move around the office. As mention introduction of floor stickers to reinforce the 2m social distancing rule, access to the workshop for fitter and for use of toilets by office staff only, no lifts in unit 20, no turnstiles or security systems in unit 20.
3.3	Workplaces & Workstations: Objective: To maintain social distancing between individuals when they are at their workstations. Plant Manager will have dedicated desk, floor markings in front of and to the side of will be displayed ensure that the other employees can maintain the 2m rule while they need to be in the office, where possible mobile phones, and e-mails will be used to further restrict the time and frequency others need to be in the office. Spare desks will be cleaned after each use, signage will be placed on a desk to say that if the desk has been cleaned since its last use, where a desk has not be cleaned a red marker signer will be displayed indicating the desk must not be used until it has been cleaned.
3.4	Meetings: Objective: To reduce transmission due to face to face meetings and maintain social distancing in meetings: All meetings in the office will now be cancelled, zoom meetings can be held over the internet with suppliers and other team members in the buying / plant dept. If a meeting has to be held, the main board room, will be deep cleaned, hand sanitiser placed at the entrance. Signage placed restricting access to a maximum of 4 in the room with signage on the desk at 2m spacings. Doors and windows will always remain open. Attendees will be given separate pens and pads not for re-use by others.

3.5	<p>Common Areas:</p> <p>Objective: To maintain social distancing while using common areas:</p> <p>Entrance lobby to unit 20 will be restricted to one person at a time due to its size, signage to be displayed, Kitchen area in unit 20 to be restricted to 1 person at a time, markings on floor. Access leading to separate toilets in unit 20 will need to be restricted to 1 person at a times warning markers on the floor.</p> <p>Kitchen Area Unit 20: Staff to be encouraged to bring pre-prepared food and drinks to work, new pub style bench seats to be considered out site to allow staff to eat out side during summer months, old meeting room in unit 20 to be converted to a possible temporary canteen. Two tables 2m apart can be place here.</p> <p>Equipment such as the microwave, cooker, toaster kettle should be removed or isolated, if they are to be used each piece of equipment must be wiped down by the employee with disinfecting wipes after using, with wipes placed to foot operated bin with bin liner in.</p>
3.6	<p>Accidents, Security & Other Incidents:</p> <p>Objective: To Priorities health & safety during an incident:</p> <p>Employees in the event of a fire on hearing the alarm will not need to maintain the 2m rule, they will leave by the nearest exit and report to the F/AP. In the event of first aid the first aider must first assess the situation, minor cuts or face mask and gloves to be worn, face shields should also be worn. Only administer first aid where safe to do so otherwise call emergency services.</p>
4.0	<p>Managing Customers, Visitors & Contractors</p>
4.1	<p>Manage Contacts:</p> <p>Objective: To minimise the number of unnecessary visitors to Unit 20:</p> <p>Visiting sales representative visits will be stopped for the duration of the COVID 19 outbreak, remote sales calls can be carried out via internet. If a visitor has to come to the unit it will be by strict appointment and where possible be held outside where the 2m rule can be maintained. If inside a chair will be set up at least 2m from the plant manager desk so the 2m rule can be maintaine.</p> <p>The visitor will not need to sign in as he will always be escorted by the host (plant manager) they will be asked if they are suffering from and of the symptoms before arriving by mobile phone and the appointment will be cancelled at short notice if required.</p>
4.2	<p>Providing & Explaining Available Guidance:</p> <p>Objective: To make sure people understand what they need to do to maintain safety and help stop the spread of the virus:</p> <p>Signage at the entrance lobby will be displayed waring all to follow social distancing rules of 2m, floor stickers will be placed to remind people while in unit 20, the host will also remind a visitor that the hand sanitiser must be used on entering and leaving the unit. If they touch any equipment such as a photocopy and or computer, the equipment will need to be wiped with a disinfected wipe and they will need to use the hand sanitiser again.</p>



5.0	Cleaning the Workplace:
5.1	Before Reopening: Objective: To make sure that any site or location that has been closed or partially operated is clean and ready to restart, this will include An Assessment for all sites, or parts of sites, that have been closed, before restarting & Carrying out cleaning procedures and providing hand sanitisers before restarting work. This document forms the risk and safe working procedures to be followed when allowing a limited number of critical workers to the safe operation of the business allowed to re-occupy unit 20. The document and control measures within will be explained to all by the line manager, all will sign the briefing sheet at the back to confirm they are satisfied that the controls measures meet their needs while at work. There input to the document will be sort. Unit 20 does not have a mechanical ventilation systems, doors and windows will be left open to encourage good air flow, where we have individual AC units these will be checked and serviced before being put back into operation.
5.2	Keeping the Workplace Clean: Objectives: To keep the workplace clean and prevent transmission of the virus by touching contaminated surfaces. A deep clean of the unit 20 office was carried out 22-05-2020, all desks and other hard surfaces have been cleaned by a specialist cleaning contractor. In addition to this the same company will attend unit 20 now on 3 days per week to carry out regularly cleaning of all surfaces particular attention to door handles keyboards etc. This regime will be reviewed after 1mth and if required increased. Each employee will be requested to wipe down their desk each day with disinfected wipes, they will be requested to keep desks as clear as possible with only paper need at the time out. Used wipes will be disposed of to a foot operated bins with a bin liner in which can be tied and removed by the cleaners on their visits. As mentioned, wipes will be provided adjacent to equipment such as the photocopy so buttons can be cleaned down after each use. Items such as the white board used by the drivers will be used only by the plant manager who will keep pens in a draw. If an employee does test positive for COVID 19 the office will be closed and another deep clean carried out by the specialist cleaning contractor. Employees will self-isolate as per government guidance, 14 days
5.3	Hygiene-Handwashing, Sanitation, Facilities & Toilets: Objectives: To help everyone keep good hygiene trough the working day: Posters to be display at the lobby entrance and in the workshop reminding operatives to use hand sanitiser and or wash their hands on a regular basis with soap and water for up to 20 seconds. Avoid touching you face, cough or sneeze to a tissue and or crook of your elbow dispose of tissue and wash hands again. Specialist cleaner as mentioned to increase visits to 3 times a week, check stocks of soaps and paper towels on each visit, contact office manager to ensure good stocks available.

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5.4	Changing Rooms: No rooms at the unit 20 facility, senior management to review at new SHEQ Directors Meeting.
5.5	Handling Goods, Merchandise, and other Materials on Site: Objective: To reduce transmission through contact with objects that come into the workplace and company vehicles. Spray disinfection to be used on products entering unit 20, paper towels to wipe boxes etc placed to foot operated bins, employee to wash hands afterwards for at least 20 seconds with soap and water.. Company vehicles will be equipped with disinfected wipes the authorised drivers will be requested to wipe down surfaces at least once a day while carrying out their daily checks.
6.0	PPE & Face Coverings: The UK Government has stated on several occasions the use of additional PPE to protect from the risk of COVID 19 has limited effect and only reduces the supply for front line staff such as the medical staff and care workers. For the safe operation of unit 20 the 2m social distancing rule can be introduced and maintained through education practices and procedures. Where PPE is required for normal works at unit 20 such as Hard Hats, Hi-viz, safety footwear and gloves it will be continued to be supplied free of charge for employees
7.1	Workforce Management: Objective: To change the way work is organised to create distinct groups and reduce the number of contacts each employee has. Unit 20 has a core team of 4, these people do not change from day to day, items such as delivery tickets can be placed by one operative to the relevant in tray for filing by the plant manager. An area will be set up for plant items to be wiped down antibacterial wipes before being transferred to goods out area. Senior management to review procedures on a weekly basis
7.2.1	Work Related Travel: Objective: To avoid unnecessary work travel and keep people safe when they do need to travel between locations. All unit 20 staff travel to work separately the fitter is the only person that drives his van, where the drivers may interchange with the pick-up van antibacterial wipes will be used to wipe down controls. Where possible the drivers will remain with their dedicated vehicles.
7.2.2	Work Related Travel: Objective: To help workers delivering / or collecting from sites or suppliers maintain social distancing and hygiene practices: Drop off points to be established on sites, equipment to be off loaded and parked by the drive before others on site use, sites to have antibacterial wipes so plant and equipment can be wiped down before use. Driver can take a photo of equipment and or goods left on site so delivery tickets do not need to be signed. Pre-order of materials at builders merchants, agreed collection times to reduce numbers in the merchants yards so allowing for 2m social distancing to be maintained.



7.3.1 Communications & Training, Returning to Work

Objective: To ensure all employees understand the COVID 19 related safety procedures:

Senior management to maintain daily contact with employees to ensure they understand this risk assessment, and to ensure they are happy with it and can safely carry out their task. Open door policy employees must be able to feel they can approach senior management with any concerns they have with regards to COVID 19 and or any other Health & Safety Issue.

7.3.2 Communications & Training:

To make sure all workers are kept up to date with how safety measures are being implemented or updated.

Senior management to review this procedure on weekly basis, communicate all changes and updates with all staff. Have a mental health first aider on call to be able to attend the offices if required by staff. Display posters in line with UK Government guidance. General awareness training to be carried out.

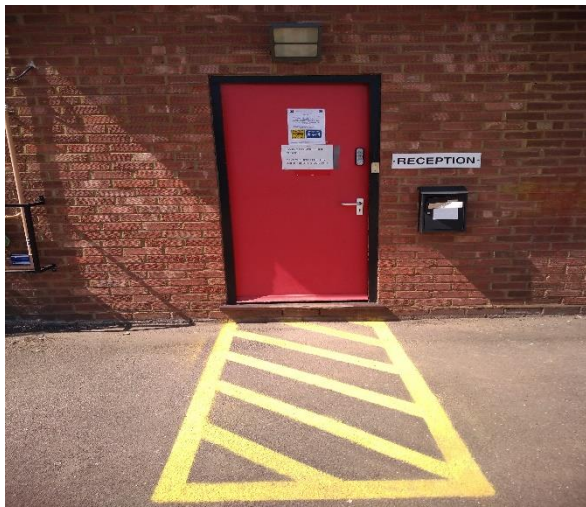
Suppliers to contact via mobile phone, no direct sales staff to attend the office during the outbreak, share ideas and inform suppliers of our new procedures, upload information to our website.

8.0 Inbound and Outbound Goods / Plant

Objective: To maintain social distancing and avoid surface transmission when goods enter and leave site:

Drop off and pick area to be established, delivery drivers to remain outside at all times, hatched area in front of unit 20 signage for drivers to call for dropping off parcels, one operative in workshop dealing with plant and equipment

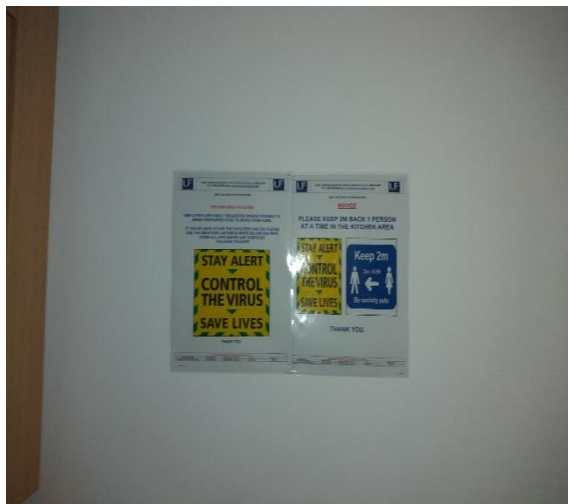
Hatched area and signage to front door



Hand Sanitiser station in entrance lobby



Kitchen area signs



Social Distancing signs on desks and floors



Social Distancing signs on desks and floors



Social Distancing signs on desks and floors

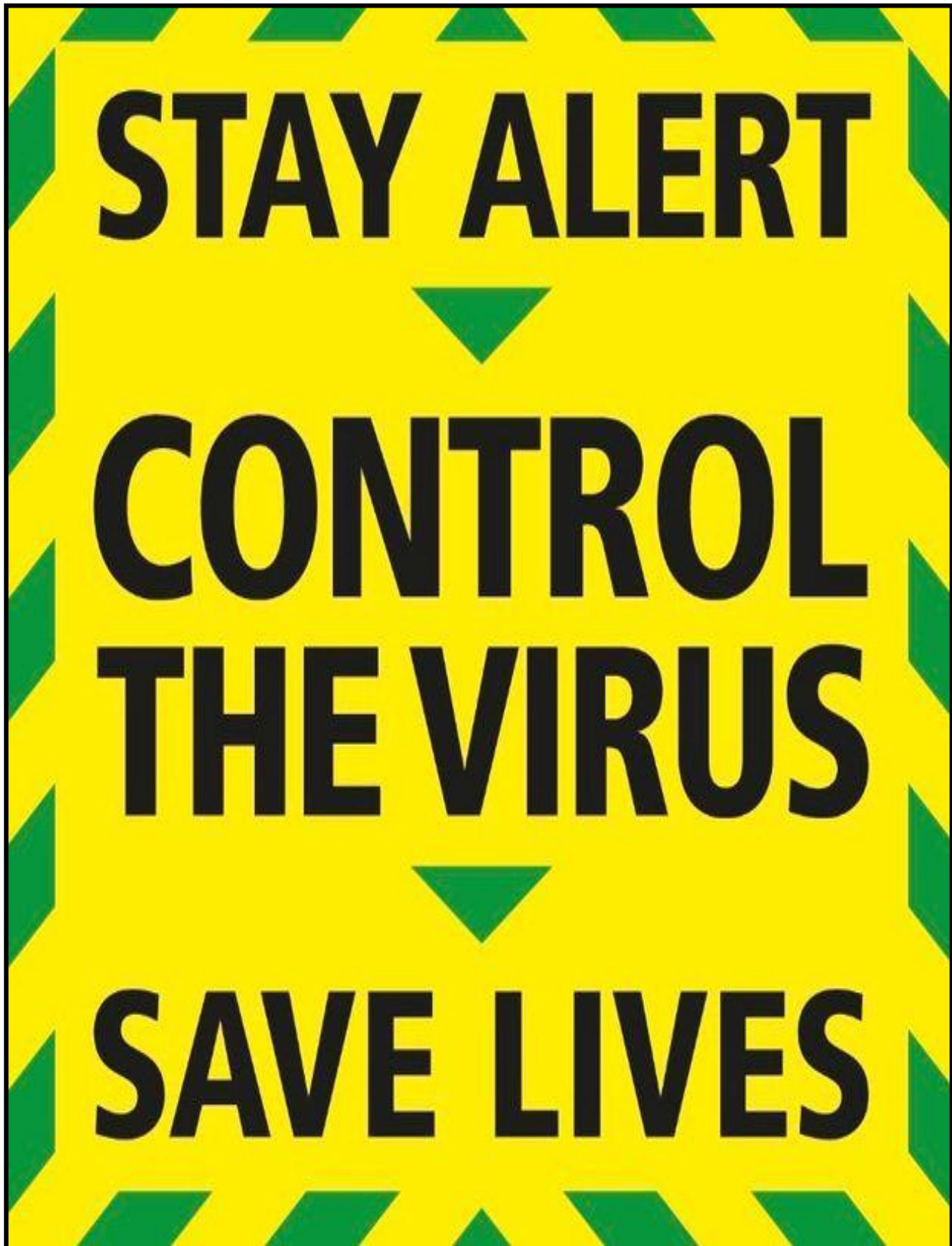


Workshop Floor Markers



Workshop Hand Sanitiser





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HM Government



Coronavirus

Wash your hands more often for 20 seconds

Use soap and water or a hand sanitiser when you:

- Get home or into work
- Blow your nose, sneeze or cough
- Eat or handle food



For more information and the Government's
Action Plan go to nhs.uk/coronavirus

CORONAVIRUS

**PROTECT
YOURSELF
& OTHERS**

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Hand-washing technique with soap and water



1
Wet hands with water



2
Apply enough soap to cover all hand surfaces



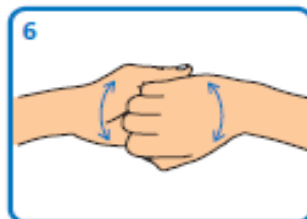
3
Rub hands palm to palm



4
Rub back of each hand with palm of other hand with fingers interlaced



5
Rub palm to palm with fingers interlaced



6
Rub with back of fingers to opposing palms with fingers interlocked



7
Rub each thumb clasped in opposite hand using a rotational movement



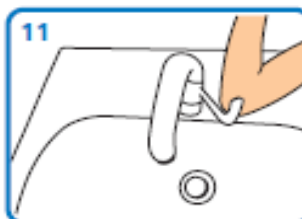
8
Rub tips of fingers in opposite palm in a circular motion



9
Rub each wrist with opposite hand



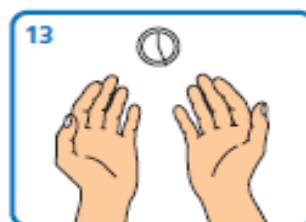
10
Rinse hands with water



11
Use elbow to turn off tap



12
Dry thoroughly with a single-use towel



13
Hand washing should take 15–30 seconds



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HM Government



CATCH IT.



BIN IT.



KILL IT.

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Category Of Persons At Risk And Means Of Briefing			RA	SCS	Other	S = Severity Rating	L = Likelihood of Occurrence	RR = Risk Rating									
Occupations involved in Activity (Specify): General & Plant Operatives			Y			1. Negligible	1. Improbable	Severity	5	5	10	15	20	20		R	Unacceptable risk, plan out or add further controls
Others Persons at Work (Specify): Foreman,			Y			2. Minor Injury	2. Remote 1 – 10%		4	4	8	12	16	20		O	Acceptable only if no other method viable and with high level controls in place
Public or Other Parties (Specify): Other Trades			Y			3. Major Injury (RIDDOR)	3. Possible 10 – 50%		3	3	6	9	12	15		Y	Acceptable with suitable controls
						4. Fatality	4. Probable 50 – 90%		2	2	4	6	8	10		G	Acceptable, no further action required
						5. Multiple Fatality	5. Almost certain 90%+		1	1	2	3	4	5			
									1	2	3	4	5				
Item	Activity	Hazards/Risks Identified	Risk Rating			Control Measures							Residual Risk			Responsibility	Monitoring Responsibility
			S	L	RR								S	L	RR		
1	Opening Unit 20	COVID 19 Risk of Infection and or spreading of the virus	5	5	25	<ul style="list-style-type: none"> Avoid public transport. travel in separate vehicles to the office When in the office / workshop you must maintain the social distancing rule of 2m at all times. Staggered start times When parking cars do not gather in groups maintain 2m apart while walking into the office. One person at a time in the toilets, Cleaning contractor to increase visits to unit 20 to 3 times a week following initial deep clean before re-opening Breaks to be staggered one person per table maintaining 2m rule. Food and drinks to be brought from home by staff. If a zip boiler is present it must be cleaned after each use. Plastic single use cups for drinking water, again dispenser must be wiped after each use. Ensure wipes are available., additional signage to remind staff to clean down after use. 							5	2	10	All Staff	LFS Directors LFS Managers LFS Staff

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Occupations involved in Activity (Specify): General & Plant Operatives				Y			1. Negligible	1. Improbable	Severity	5	5	10	15	20	20		R	Unacceptable risk, plan out or add further controls
Others Persons at Work (Specify): Foreman,				Y			2. Minor Injury	2. Remote 1 – 10%		4	4	8	12	16	20		O	Acceptable only if no other method viable and with high level controls in place
Public or Other Parties (Specify): Other Trades				Y			3. Major Injury (RIDDOR)	3. Possible 10 – 50%		3	3	6	9	12	15		Y	Acceptable with suitable controls
							4. Fatality	4. Probable 50 – 90%		2	2	4	6	8	10		G	Acceptable, no further action required
							5. Multiple Fatality	5. Almost certain 90%+		1	1	2	3	4	5			
										1	2	3	4	5				
Item	Activity	Hazards/Risks Identified	Risk Rating			Control Measures								Residual Risk			Responsibility	Monitoring Responsibility
			S	L	RR									S	L	RR		
1	Opening Unit 20	COVID 19 Risk of Infection and or spreading of the virus	5	5	25	<ul style="list-style-type: none"> Staff to maintain good hygiene practice wash hands on a regular basis certainly on entering and leaving and after each use of welfare and before and after eating, for at least 20 seconds with soap and water or hand sanitiser Do not touch your face, mouth or eyes, do not smoke without washing hand first. If you do sneeze or cough use a tissue (or the crook of your elbow), remember "Catch it, Bin it Kill it" will help stop the spread of the virus. Managers should not have face to face meetings for the time being make use of mobiles and or videos. Unit 20 is limited to 3 staff members at any one time. One person at a desk at any one time, signage on the desk and floors When moving around in the office or workshop keep 2m apart, follow floor stickers, one person at a time in the kitchen area. Wipes to be used where hard surfaces have been touched, appliances to be wiped down. Wipe your desk down daily. Do not let others use your stationary equipment or phones. 								5	2	10	All Staff	LFS Directors LFS Managers LFS Staff

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Category Of Persons At Risk And Means Of Briefing			RA	SCS	Other	S = Severity Rating	L = Likelihood of Occurrence	RR = Risk Rating									
Occupations involved in Activity (Specify): General & Plant Operatives			Y			1. Negligible	1. Improbable	Severity	5	5	10	15	20	20		R	Unacceptable risk, plan out or add further controls
Others Persons at Work (Specify): Foreman,			Y			2. Minor Injury	2. Remote 1 – 10%		4	4	8	12	16	20		O	Acceptable only if no other method viable and with high level controls in place
Public or Other Parties (Specify): Other Trades			Y			3. Major Injury (RIDDOR)	3. Possible 10 – 50%		3	3	6	9	12	15		Y	Acceptable with suitable controls
						4. Fatality	4. Probable 50 – 90%		2	2	4	6	8	10		G	Acceptable, no further action required
						5. Multiple Fatality	5. Almost certain 90%+		1	1	2	3	4	5			
									1	2	3	4	5				
Item	Activity	Hazards/Risks Identified	Risk Rating			Control Measures							Residual Risk			Responsibility	Monitoring Responsibility
			S	L	RR								S	L	RR		
1	Opening Unit 20	COVID 19 Risk of Infection and or spreading of the virus	5	5	25	<ul style="list-style-type: none"> Do not enter areas where 2m rule cannot be maintained IE entrance lobby, kitchen area corridors between toilets. Office staff entering work shop to let the fitter know first in case of welding / spraying. 							5	2	10	Al Staff	LFS Directors LFS Managers LFS Staff

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